

Fig.1

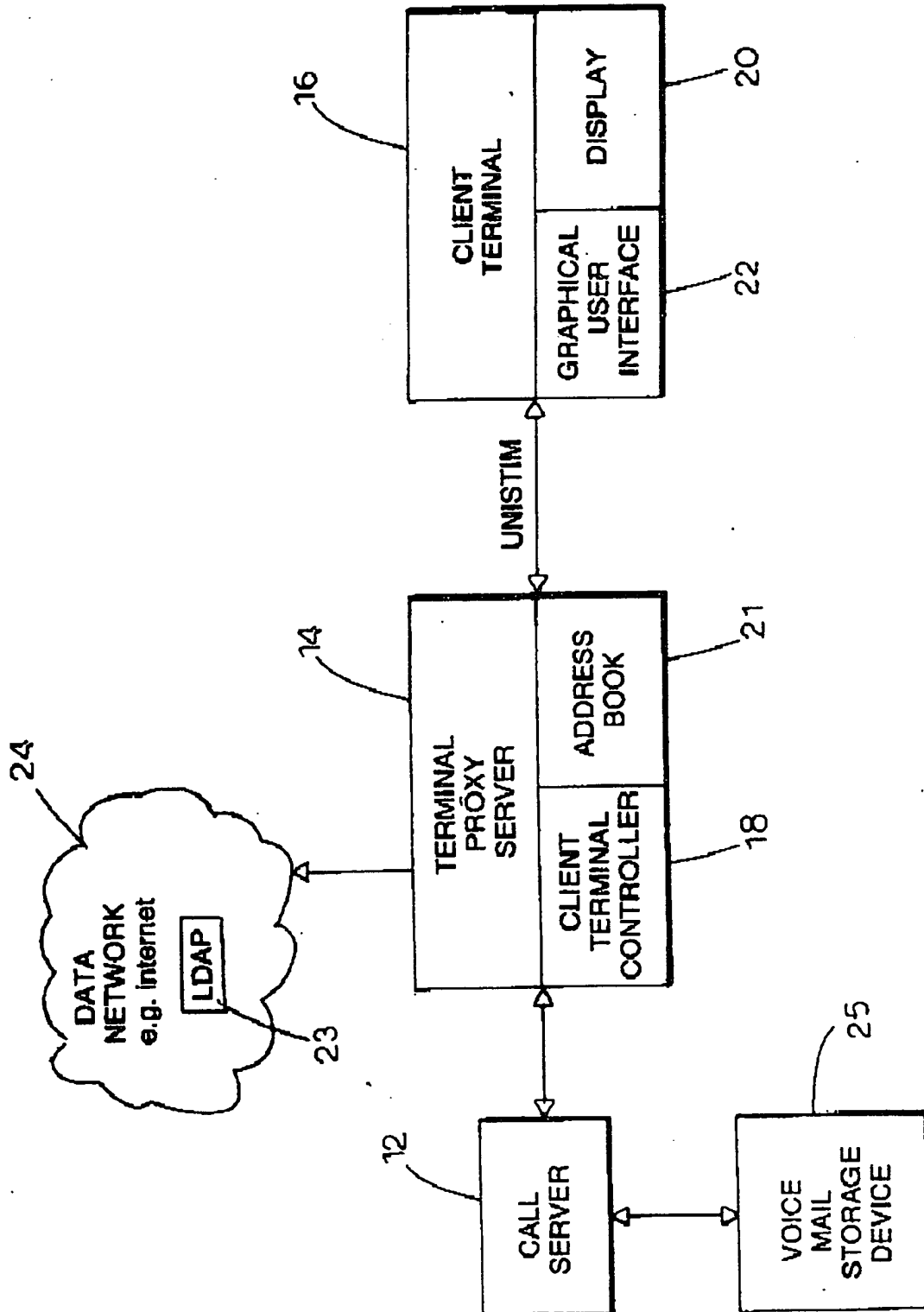


Fig. 2

CALL CENTER SOLUTION

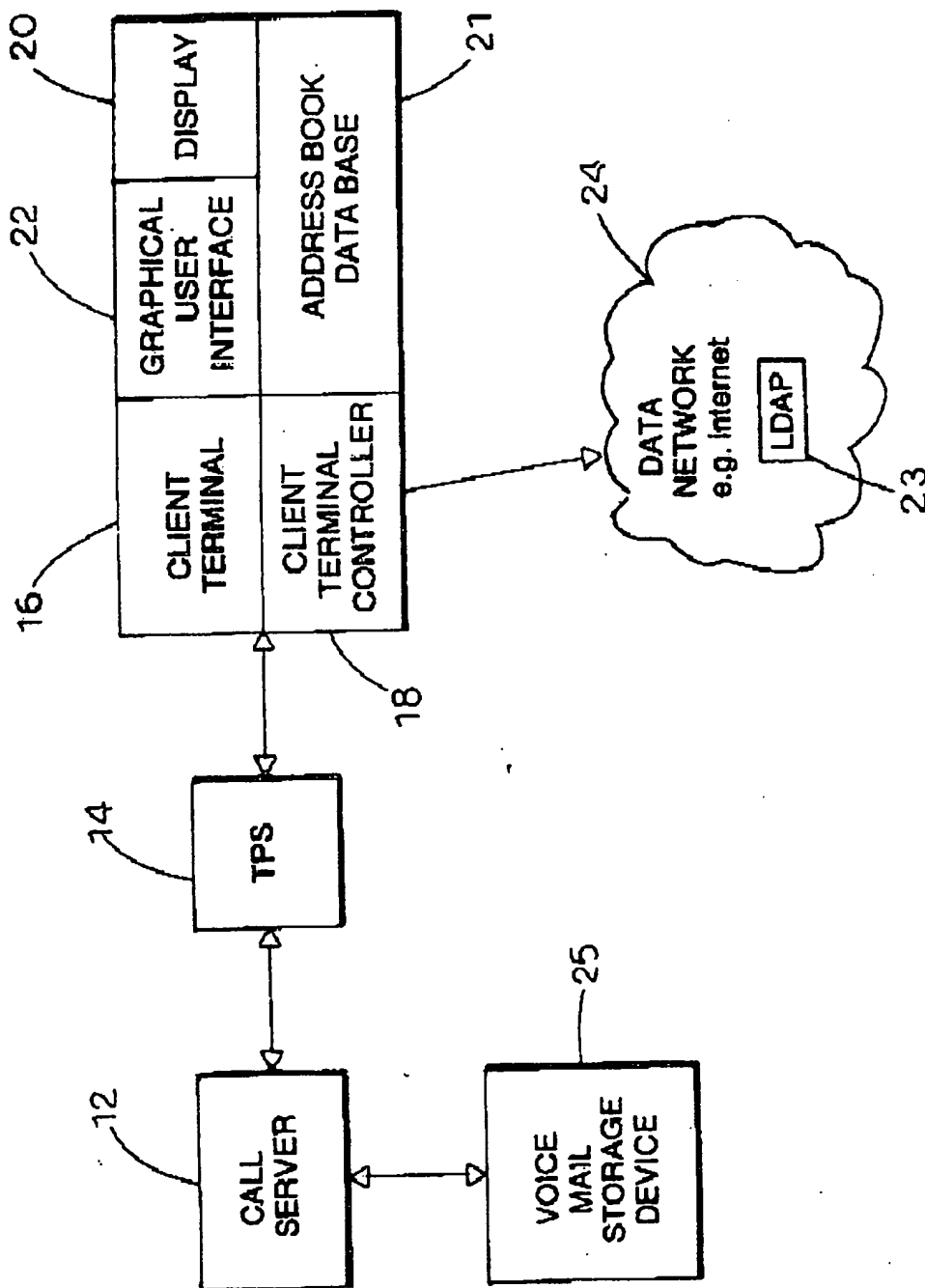


Fig. 3

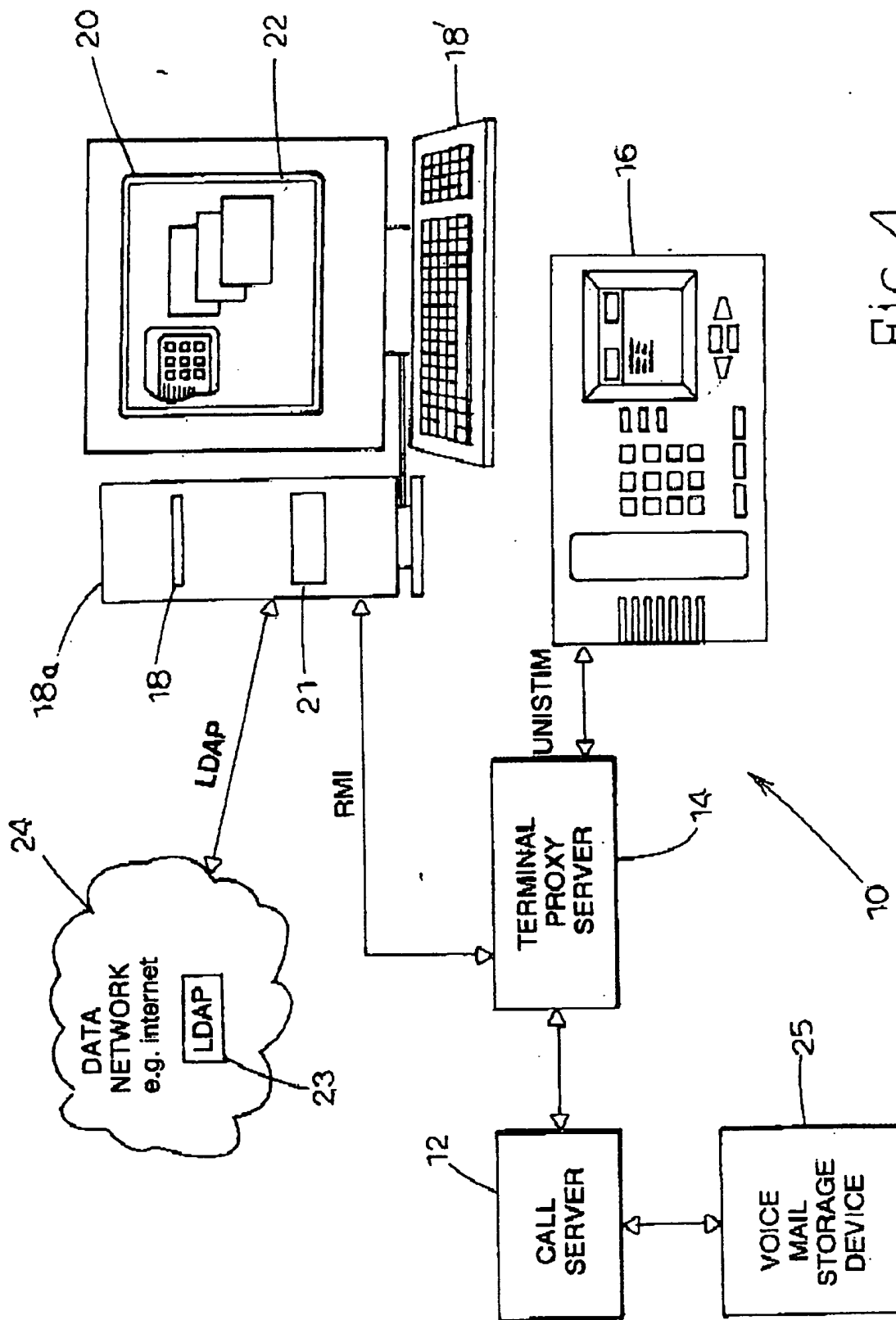


Fig. 4

FIG. 5 is a block diagram of a system architecture.

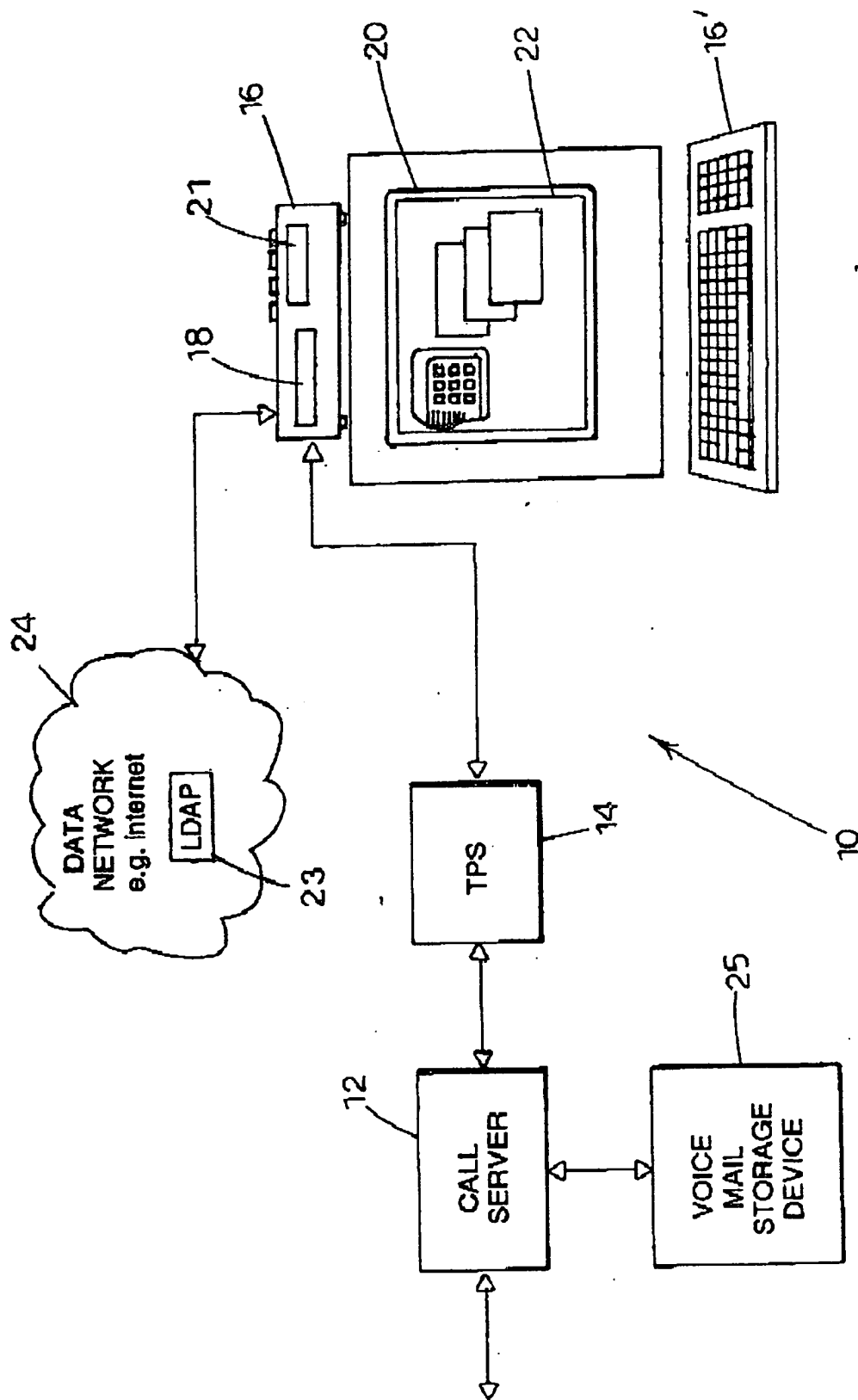


Fig.5

FIG. 6

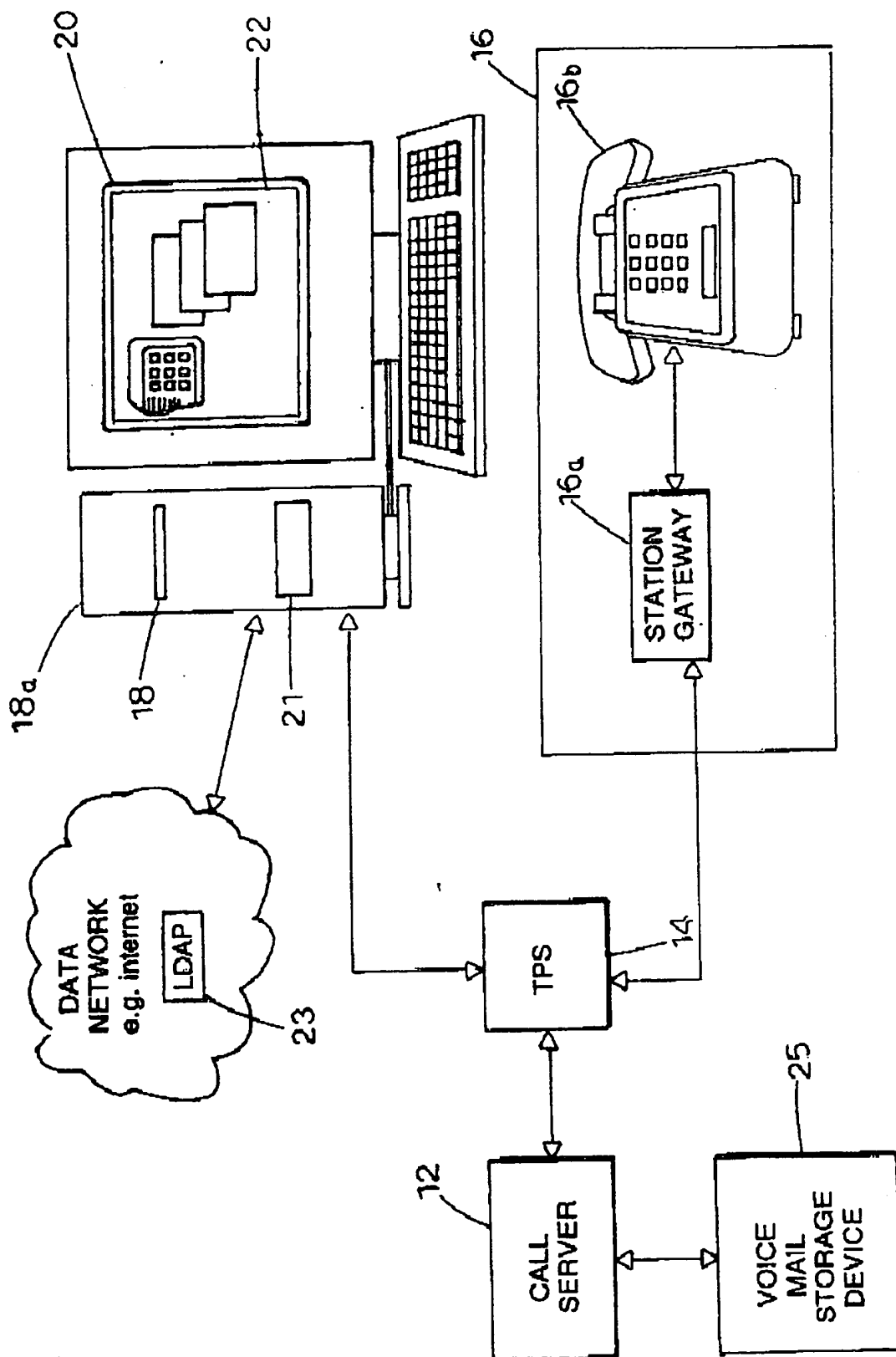


Fig.6

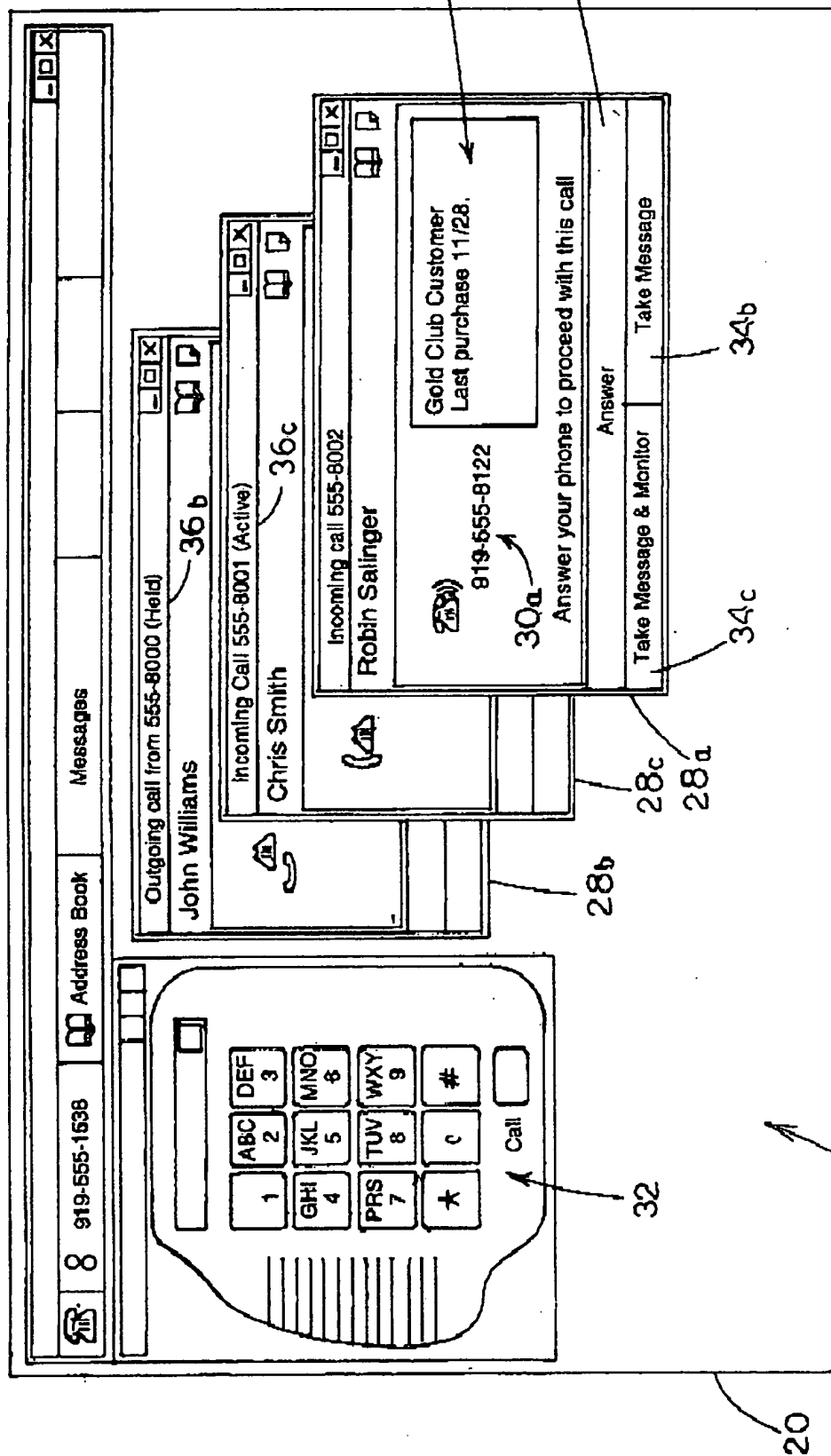


FIG. 7

New Contract

New Contact

555-1234

555-4321

555-0000

J. SMITH @

555-1111

555-8888

30a

30c

NAME FIRST JOHN LAST SMITH

HOME STREET PO BOX 1

30d

ABC STREET

ANYTOWN NC 12345

XYZ COMPANY

SCREEN COMMENTS VIP OF SALES; ALWAYS TAKE CALL 30b

Fig.8



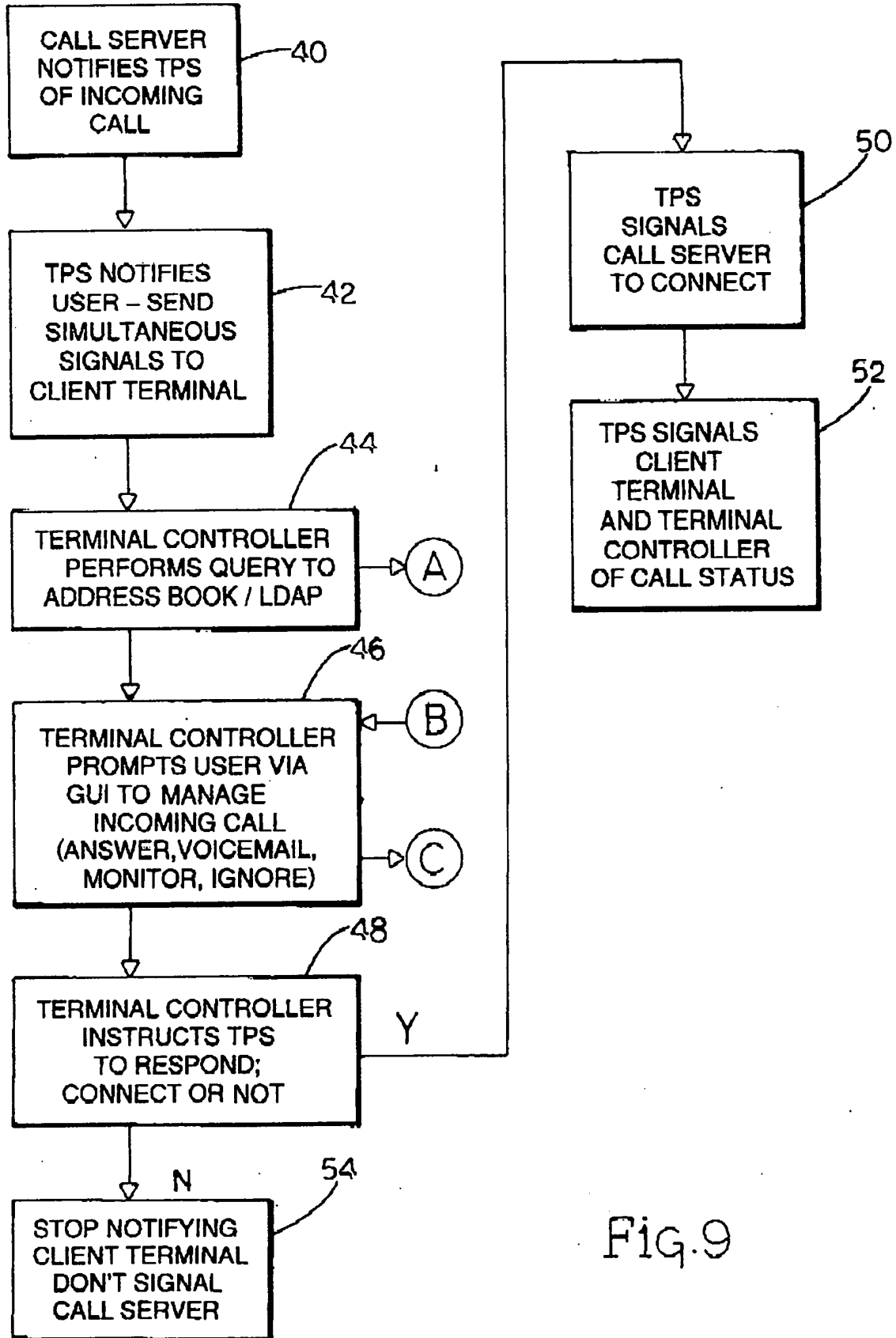


Fig.9

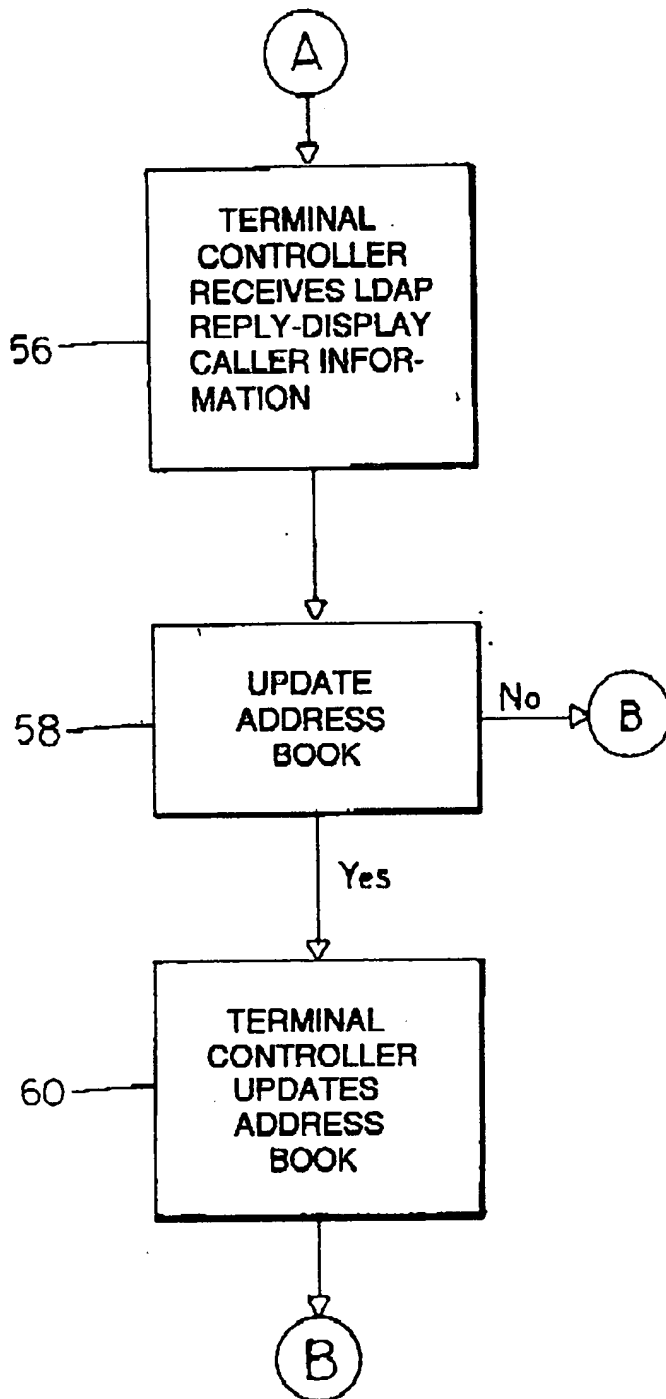


Fig.10

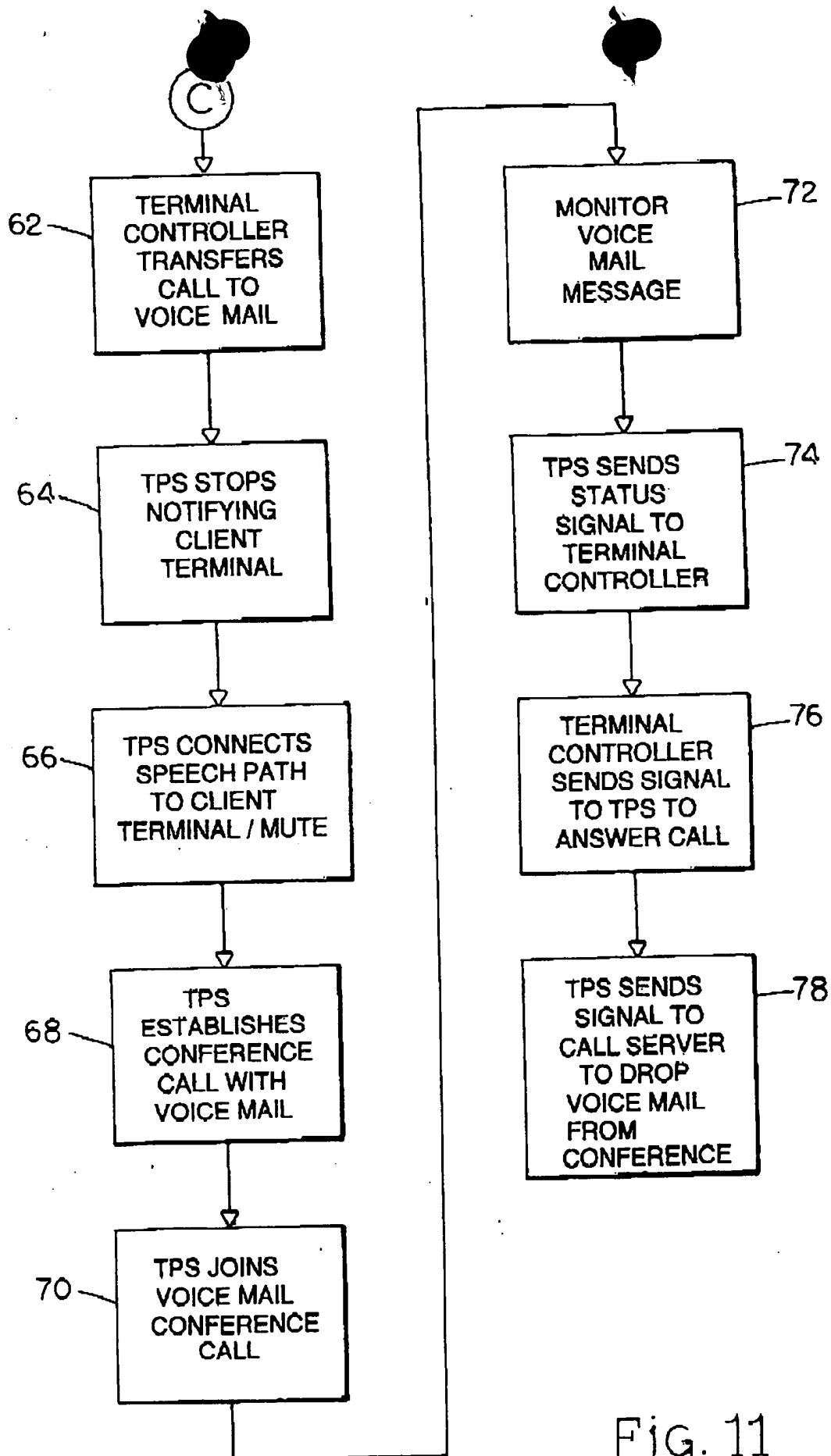


Fig. 11